Service: Backup Service

Service Line: Data Center Services

Status: In production

General Description:
The State Data Center provides backup services for hosted applications on all operating system platforms. The purpose of GTA initiated backups is to recover the operating environment and file systems to a defined point in time. Customers should note that these GTA-initiated backups do not guarantee application data integrity.

GTA will initiate the following backups as part of its standard offering:

Onsite Backups

Weekly - A full backup of the operating system, application programs and file system data is written to a backup device. At no time do any of these backups leave the State Data Center; they are available for restore during the normal support period of the application as defined in the service agreement schedule.

Daily - An incremental backup of the operating system, application programs and file system data is written to a backup device. At no time do any of these backups leave the State Data Center; they are available for restore during the normal support period of the application as defined in the service schedule for the associated Operating Environment Provisioning service.

Vaulted Backups

Duplicate copies of both the above GTA-initiated weekly full backups and daily incremental backups are written to backup tape(s). These duplicate tapes are rotated back and forth to GTA's vaulting company on a regular schedule as defined in the service agreement schedule. All GTA-initiated backups have a standard four (4) week retention schedule.

Customer-Initiated Backups

In addition, GTA will facilitate and complete any customer-initiated/scheduled backups. Customers will need to evaluate the impact of their backups on the performance of the application and schedule backups to limit this impact. If the customer's application includes database content, database backups are created at a "cold" state with the databases shutdown. Therefore, the scheduling of these backups must be initiated by the customer's application DBA to ensure that the database will be down before the backup starts. By default, customer initiated backups will be stored onsite, but can be stored offsite at the customer's request.

File Restorations

All backups are available for file restoration during the normal support period of the application as defined in the service agreement schedule. Restorations from tapes stored offsite may incur a delay as tapes will need to be transported back to the State Data Center.

Service Level Targets:
File restorations will be completed within 24 hours of a request, excluding weekends and holidays.

Availability:
- Backups may be created 24 hours a day, 365 days a year
- Restorations may be initiated 24 hours a day, 365 days a year
- Emergency requests will be addressed according to severity as defined in the GTA Incident Management procedures (available from your Account Manager)

Limitations:
- While GTA-initiated backups will include the operating system, the application programs and file system data, application data integrity is not guaranteed. The customer will be responsible for initiating backups and planning the recovery of all application data.

- For all platforms, user-initiated backups will be vaulted by request only

- Because backup processing will affect application performance, clients should use caution in the scheduling of customer initiated backups

Prerequisites:
- Customer has signed a GTA service agreement
- Application hosted in the State Data Center

Pricing / Charges: Take the link to the Service Catalog Pricing Table for the current pricing of GTA products.

Service Components or Product Features Included in Base Price:
Operating system platform specific backup products:
- IBM mainframe – DFDSS, IDCAMS, FAVER, IBM ImageCopy/Recover/Load and Computer Associates Quick Copy/Fast Recover/Fast Load
- Unisys mainframe – FAS, IRU, Tarus, Unisys copy utility
- UNIX – Veritas NetBackup, RMAN, UFS Dumps
- AWE – Veritas NetBackup, RMAN, SQL Server

Options Available for an Additional Charge:
Extended backup retention levels may be defined in the service agreement schedule and may be subject to additional charges.

Service Components or Product Features Not Included: N/A

What GTA Provides:
- Current versioning of backup software products
- Software, storage media and operational support required for backups
- Weekly full backups of the operating system, application programs and file system data
- Daily incremental backups of the operating system, application programs and file system data
- File restoration of system backups by request
- Technical assistance for user-initiated backups and restorations
- Secure offsite tape storage for vaulting

GTA accomplishes the backups at the times scheduled by the agencies (see "What the Customer Provides" below). This process applies to all platforms.

What the Customer Provides:
Unless defined otherwise in the service agreement schedule, the customer is responsible for the backup and recovery of all application data. The customer will initiate application data backups and will provide a schedule of recurring user-initiated backups so that GTA resources may be scheduled. Backups should be scheduled at times when the data is not being updated.

If extended backup retention levels are required, the customer will provide a schedule of retention exceptions.

In the case of non-operating system file loss or corruption – including pack loss – restores are completed by an agency request designating which backup copy should be used for the restore. The agency is responsible for any and all synchronization on the restore with other parts of its application(s).

GTA recommends that application owners provide copies of the original application CDs that can be stored at the vaulting company for use in the event a complete reload of the application becomes necessary. It is the responsibility of the application owners to provide any updates, patches and upgrades to also be stored in GTA offsite vault.

Service Support:
The GTA Command Center is staffed 24 hours a day, 365 days a year and provides a single point of contact to report problems and service issues. The GTA Command Center can be reached by calling (404) 463-5060.

Service Issue Escalation:
Reported problems or service issues automatically follow the escalation process until resolution occurs. If the customer has a need to deviate from the standard escalation process, a special escalation process may be defined in the service agreement schedule. Also, a reported problem or service issue may be escalated, at any time, by contacting the GTA Command Center.

Benefits / Advantages:
- Application backups available for restoration in the event of system failure or data corruption
- Offsite tape storage for recovery in the event of disaster

How to Start this Service:
Please contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gta.ga.gov or (404) 651-6964 to be put in touch with your GTA Account Manager.

Related Services and Products:
Operating Environment Provisioning Services for applicable platform:
- OEP - AWE
- OEP - IBM
- OEP - UNISYS
- OEP - UNIX

Other Information: N/A

Terms and Definitions: N/A